

KENTUCKY PUBLIC LIBRARY STANDARDS: DIRECTION AND SERVICE FOR THE 21ST CENTURY

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KENTUCKY LIBRARY ASSOCIATION

in cooperation with

KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES

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PREFACE

In October of 2000 Kentucky Library Association President Judith Burdine announced that the focus of her presidential year would be the development of public library standards. This project was an outgrowth of a Kentucky Department for Libraries and Archives (KDLA) Field Services Division planning effort which identified the 23 characteristics of a fully developed public library.

At President Burdine's request, State Librarian and Commissioner James A. Nelson instructed Field Services Division staff to review public library standards developed in other states. The purpose of this project was to determine the types and degrees of standards already established and to analyze best practices. President Burdine recommended that the criteria for standards include voluntary participation, varied service levels and ease of use.

After a preliminary review of standards from 33 states, KDLA staff recommended that the following key areas be studied:

Governance and Administration
Personnel
Access
Collections
Services and Cooperation
Facilities
Technology
Marketing/Public Relations

Committees composed of library directors and staff, trustees, State Advisory Council members and KDLA library consultants were appointed to develop standards for Kentucky public libraries in these eight categories. The hard work and dedication of many individuals has resulted in this first edition of **Kentucky Public Library Standards**.

ACKNOWLEDGEMENTS

Without the volunteer efforts of the following committees, this document could not have been produced. Our sincere thanks for their contributions.

ACCESS

Chair: Mary Francis Cooper, Louisville Free Public Library
Julia Allegrini, Northern Kentucky Talking Book Library
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KDLA Facilitators: Ruby Henson and Nelda Moore

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Jeanie Munsee, Edmonson County Public Library
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TECHNOLOGY

Chair: Susan Lawrence, Jessamine County Public Library
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Randy Matlow, Ridgeway Memorial Library, Bullitt County
KDLA Facilitators: Jay Bank and Terry Manuel

INTRODUCTION

PHILOSOPHY

Planning is the keystone for a dynamic, evolving organization. For years the public library community has embraced planning as a core value. The most effective tool for evaluating a library's progress and defining goals for future development is a written plan. Planning is a prelude to effective utilization of standards and is reflected in the eight key service areas of **Kentucky Public Library Standards**.

Standards provide a guide to excellence. They define the kind of public library services that should be available to all Kentuckians. Stressing ongoing planning and evaluation, standards provide baseline data and establish a strong foundation from which to develop local goals to address local needs. They are an essential assessment tool to use in evaluating the library's effectiveness and a guide to assist in planning for improved services. The utilization of standards can maximize the library's role in the community by focusing resources. The ultimate outcome is heightened visibility and support for the library.

HOW TO USE THIS MANUAL

This manual is a self-evaluation tool. Each standard is presented as a statement, allowing the library to easily determine whether it meets or does not meet the criteria. Checklists are provided in a format that encourages the library to make copies for multiple users.

KDLA's Field Services staff is prepared to assist public libraries in using this manual to its full potential.

Kentucky Public Library Standards is divided into eight sections. Each section begins with a brief description. In most cases there are three levels of service: BASIC – the minimum which should be available to all; ENHANCED – an expansion of services beyond the basic; COMPREHENSIVE – the highest level of service. Libraries may choose different levels for each section. In order to reach the "Enhanced" level, a library must meet the standards included in the "Basic" section AND the "Enhanced" level. In order to reach the "Comprehensive" level, a library must meet the standards included in the "Basic" and "Enhanced" level, in addition to those in the "Comprehensive" level.

The standards include a checklist with four possible choices:

YES. The library meets the standard.

NO. The library does not meet the standard.

PLANNED. The library does not currently meet the standard but is planning to do so.

N/A. The standard does not apply to the library.

A glossary, appendix, and useful references are also included.

GOVERNANCE AND ADMINISTRATION

Public libraries in Kentucky are established according to Kentucky Revised Statutes, Chapters 173, 65 and 67. Boards of trustees have been created by law to act as governing bodies for the library. Library trustees are public officials who provide the leadership and vision necessary for effective and efficient operation of the library and for following sound practices of planning, administration, management, and funding. Library directors and staff use sound library administration and management practices to apply the policies and statutory obligations of the governing board to the daily operations of the library.

THE LIBRARY AND THE LIBRARY BOARD ARE LEGALLY ESTABLISHED AND OPERATE IN COMPLIANCE WITH ALL LOCAL, STATE, AND FEDERAL LAWS AND REGULATIONS.

BASIC	Yes	No	Planned	NA
The library operates in accordance with the Kentucky Revised Statutes (KRS).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board appointments and terms are in accordance with the Kentucky Revised Statutes. Vacancies are filled promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board elects officers at least every two [2] years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board meets monthly at a regular day and time and in a physically accessible location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library board employs a library director who holds an appropriate certificate of librarianship issued by the Kentucky State Board for the Certification of Librarians [KRS 171.260].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director is present at all board meetings other than portions of those during which the director's salary or tenure is discussed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board meetings are conducted as open meetings in accordance with KRS 61.80 - 61.850.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes of board meetings are promptly recorded and are open to public inspection in accordance with KRS 61.835.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library board and administrative staff comply with statutory reporting requirements of local, state, and federal agencies and the Kentucky Department for Libraries and Archives (KDLA).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library board and administrative staff are familiar with and in compliance with local, state, and federal laws which affect library operations, such as minimum wage, hiring practices, unemployment compensation, privacy, accessibility, open records, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BASIC (Continued)

Yes No Planned NA

The library director monitors statutory changes and recommends any policy changes needed to maintain legal library operations.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The board has written bylaws that are reviewed at least every three years.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

Board membership represents a broad spectrum of community interests, occupations, and geographic areas. The board reflects the demographics of the population served by the library.

☐ ☐ ☐ ☐

THE LIBRARY BOARD AND ADMINISTRATION PROVIDE THE LEADERSHIP NEEDED TO ENSURE SUSTAINED FUNDING AND TO CONTINUALLY IMPROVE LIBRARY SERVICES.

BASIC

Yes No Planned NA

The board employs a qualified library director and delegates active management of the library to the director.

☐ ☐ ☐ ☐

The board provides for the continuing education of the director including payment for workshop/conference registration and professional dues.

☐ ☐ ☐ ☐

The board conducts annual performance evaluations of the director.

☐ ☐ ☐ ☐

The president/chair of the board provides new trustees with a review of the board bylaws, policies and practices.

☐ ☐ ☐ ☐

The library director provides new board members with an orientation that includes a review of library policies, services, physical facilities, finances, and other appropriate administrative concerns.

☐ ☐ ☐ ☐

The director compiles and presents regular reports to the board to assist with evaluating library programs and services.

☐ ☐ ☐ ☐

Trustees participate in continuing education activities such as those offered by KDLA, KLA and the KLTA.

☐ ☐ ☐ ☐

The board and administrative staff are aware of state and federal legislation that affects the library.

☐ ☐ ☐ ☐

ENHANCED

	Yes	No	Planned	NA
The library director and the outgoing board president/chair provide an orientation session with the new board president/chair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director and the outgoing treasurer provide an orientation session with the new board treasurer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library recognizes the importance of continuing education for its trustees by providing financial support for their library association dues and attendance at workshops and conferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two or more board members attend at least one continuing education activity each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The board actively recruits candidates for board membership with expertise needed for future library development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustees and library staff actively participate in the legislative process to effect change that will benefit libraries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustees, the library director, and key library staff hold membership in professional organizations such as KLA, KLTA, ALA, ALTA and also actively pursue community involvement and participation. The library also may establish and maintain additional governance entities such as Foundations or Advisory Boards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS FISCAL PROCEDURES AND FINANCIAL MANAGEMENT PRACTICES CONSISTENT WITH GENERALLY ACCEPTED ACCOUNTING PRACTICES.**BASIC**

	Yes	No	Planned	NA
The library maintains or increases its financial support each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director and/or budget committee prepare an annual budget using budgetary guidelines provided by the board and with input from library board members and staff. The budget includes line items for personnel, collection, operations, and capital outlay.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BASIC (Continued)

	Yes	No	Planned	NA
The library considers its funding level and expenditures in comparison to similar libraries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The budget is adequate to fund the priorities selected during the strategic planning process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director and/or budget committee present the budget to the board for review and adoption prior to submission to county and state government.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library files the application for State Aid and supporting documentation to KDLA by the stated deadline.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's finances, including all funds received and expended, are audited as required by Kentucky Revised Statutes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library complies with applicable local, state, and federal purchasing regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director is given authority to use budgeted funds flexibly to achieve the priorities selected during the strategic planning process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library trustees and the director keep local, state, and federal elected officials informed of legislation affecting library funding and educated about needed appropriations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library director works with KDLA and other library organizations to establish and maintain collaborative efforts among libraries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library identifies and applies for federal, state, and special grants, and seeks private support to provide for enhancements to basic services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library works with the board to establish and maintain a foundation or endowment to provide funding for enhancements to basic services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS A VISIONARY STRATEGIC PLAN THAT IS USED TO MAKE MANAGEMENT AND ORGANIZATIONAL DECISIONS.

BASIC

	Yes	No	Planned	NA
The library has completed a recognized strategic planning process, such as PLA's <i>Planning for Results</i> , within the last five years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The plan is based on a review and assessment of community library service needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The strategic plan begins with a vision or mission statement that describes the purpose and priorities of the library in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The plan includes goals and measurable objectives, with a timetable for implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board-approved, written strategic plan is distributed throughout the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The plan is reviewed and updated semi-annually by the board. A review of the library's progress toward meeting the plan's goals, objectives, and timetables is included in this review.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically, one library resource (i.e.: staff, collection, facility, technology) which is key to the implementation of the library's service priorities is analyzed using a system such as PLA's <i>Managing For Results</i> . Allocation or re-allocation of this resource is undertaken to more effectively implement the library's plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The plan is submitted to city/county planning groups so that plans for library facilities, services, and programs align with city/county plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An update on the library's plan implementation is included as a regular part of the monthly board agenda.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An analysis of library's resources, such as staff, collection, facility, technology, using a system such as PLA's <i>Managing For Results</i> is incorporated into the library's management structure. Resources are continually analyzed for effectiveness in achieving the library's service priorities. Allocation and re-allocation of resources are an on-going part of the library management at every level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE BOARD HAS WRITTEN POLICIES TO GOVERN BOARD AND LIBRARY OPERATION.**BASIC**

	Yes	No	Planned	NA
The board has adopted board policies including conflict of interest, ethics, nepotism, authority of individual trustees, compensation, media communication, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted policies on the library director's function and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted personnel policies on employment practices including job descriptions, hiring, evaluating, termination, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted personnel policies on compensation and benefits including salary, raises, insurance, retirement, overtime, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted personnel policies on paid and unpaid leave including holidays, vacation, sick, continuing education, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted personnel policies on employee conduct including harassment, violence, dress, smoking, substance abuse, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted circulation policies including loan period, overdues, interlibrary loan, confidentiality of customer records, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted collection development policies including gifts and donations, intellectual freedom, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted facility use policies including accessibility, meeting room use, displays, bulletin boards, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has adopted public safety policies including unattended children, inappropriate behavior, emergency and disaster, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library director develops written procedures for implementation of board policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The board reviews all policies every three years, updating as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

Yes No Planned NA

The board reviews all policies every year, updating as needed.

☐☐☐☐

PERSONNEL

Some libraries may rely on local personnel departments for assistance with items such as recruitment, compensation, benefits, disciplinary actions, and other related personnel matters, but most of Kentucky's public libraries rely on in-house policies, types of which are addressed in this section. These standards also address the need for public library staff members to project a positive attitude towards library customers, receive on-going training to improve their skills, and be available in sufficient number to ensure a high level of service.

THE LIBRARY BOARD OF TRUSTEES EMPLOYS A QUALIFIED DIRECTOR.

BASIC

Yes No Planned NA

The Library Director holds the appropriate certification from the Kentucky State Board for the Certification of Librarians.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The Library Director has a Masters of Library Science (MLS) degree.

☐ ☐ ☐ ☐

Yes No Planned NA

COMPREHENSIVE

☐ ☐ ☐ ☐

The Library Director has an MLS degree with a minimum of 5 years experience.

STAFF WHO ARE TRAINED PROFESSIONALLY AS LIBRARIANS WILL COMPRISE AT LEAST ONE-THIRD OF THE FULL-TIME EQUIVALENT (FTE) STAFF.

BASIC

Yes No Planned NA

All staff with the title of librarian hold the appropriate certification from the Kentucky State Board for the Certification of Librarians.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

All staff with the title of librarian have a professional degree and appropriate certification from the Kentucky State Board for the Certification of Librarians.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

One-third of the full-time staff has an MLS degree.

☐ ☐ ☐ ☐

APPROPRIATE STAFFING LEVELS ARE MAINTAINED IN ALL PUBLIC LIBRARIES.**BASIC**

Yes No Planned NA

The library has one FTE staff person per 4000 people in the service area, but no fewer than two people.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The library has one FTE staff person per 3000 people in the service area, or the state average according to the most recent Public Library Statistical Report, whichever is greater.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

One FTE staff person per 2000 people in the service area, or the national average according to the most recent Federal State Cooperative System (FSCS) data, whichever is greater.

☐ ☐ ☐ ☐
STAFFING SCHEDULES REFLECT LIBRARY USE PATTERNS BASED ON DEMOGRAPHICS.**BASIC**

Yes No Planned NA

A minimum of two paid library employees are on duty during all hours of library operation.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

An analysis of use patterns has been made, and staff is assigned accordingly.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

The number of qualified staff on duty during library hours is sufficient to provide appropriate, timely service for all customers at all locations within the library system. Satisfaction surveys are conducted on a regular basis to test the attainment of this standard.

☐ ☐ ☐ ☐
LIBRARY CUSTOMERS RECEIVE HELPFUL AND COURTEOUS SERVICE FROM ALL LIBRARY STAFF.**BASIC**

Yes No Planned NA

Each area of service for the library has staff trained to provide service in that area. Examples of service areas include children's services, reference, cataloging.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

Each area of public service has certified staff available during all library hours.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

Professional staff is available in each public service area during all library hours.

☐ ☐ ☐ ☐

THE LIBRARY PROVIDES ADEQUATE TIME AND FUNDING FOR ALL STAFF TO ATTEND EDUCATIONAL OPPORTUNITIES TO QUALIFY FOR THE APPROPRIATE CERTIFICATION AND RENEWAL AS REQUIRED BY THE KENTUCKY STATE BOARD FOR THE CERTIFICATION OF LIBRARIANS.

BASIC

Yes No Planned NA

All full-time staff are required to hold and maintain the appropriate level of certification, with all fees and materials to be paid by the library.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

All part-time staff receive appropriate in-house training and are encouraged to attend external continuing education events.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

Professional staff participate in professional organizations at the local, state, and national levels and attend appropriate educational events.

☐ ☐ ☐ ☐

THE LIBRARY PROVIDES A PERCENTAGE OF EACH YEARLY BUDGET TO COVER CONTINUING EDUCATION COSTS.

BASIC

Yes No Planned NA

The library allocates a minimum of 0.5% of the yearly budget for continuing education in order to certify and renew staff certification.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

Each staff person is required to attend one CE event per year. The library allocates a minimum of .75% of the yearly budget for this purpose.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library has a continuing education plan, and the library allocates a minimum of 0.1% of the budget for continuing education.

☐ ☐ ☐ ☐
THE LIBRARY HAS DEVELOPED A PLAN OF REGULAR IN-HOUSE TRAINING FOR ALL STAFF.**BASIC**

Yes No Planned NA

The library provides ongoing training for staff in appropriate areas and has a checklist for training new staff.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The library has completed a needs assessment to determine training needs and has developed a plan to provide training in those areas with an emphasis on technology, special needs, and customer service.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

The library provides a minimum of one in-house training activity for all staff per quarter.

☐ ☐ ☐ ☐
PERSONNEL POLICIES SHALL HAVE STATEMENTS THAT INDICATE THE LIBRARY'S COMMITMENT TO OBSERVANCE OF LOCAL, STATE, AND FEDERAL LABOR LAWS AND EQUAL EMPLOYMENT OPPORTUNITY GUIDELINES.**BASIC**

Yes No Planned NA

The library is aware of the need to develop personnel policies and has begun the process.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The library is working on these and other policies with a 50% completion rate.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

These policies are in place for each library and are reviewed and updated annually.

☐ ☐ ☐ ☐

THE LIBRARY HAS PERSONNEL PROCEDURES IN PLACE THAT ADDRESS THE FOLLOWING ELEMENTS:

**Recruitment
Selection of staff
Orientation -- including a checklist
for training
Performance Evaluations
Promotions/Demotions
Grievance**

**Hours and schedules
Personnel records -- privacy and
retention
Resignations/dismissals
Salaries and position classes
Benefits**

BASIC

Yes No Planned NA

The library is presently working on these policies and procedures.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

Policies are in place and reviewed annually.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

All staff are informed of policies on a yearly basis and any changes that are considered or made.

☐ ☐ ☐ ☐

THE LIBRARY BOARD WILL PROVIDE SALARIES AND BENEFITS COMPARABLE TO OTHER COMMUNITY POSITIONS REQUIRING SIMILAR EDUCATION AND EXPERIENCE.

BASIC

Yes No Planned NA

The library has comparable salaries and fringe benefits to those of county, municipal, school, academic and private workers in the community.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library has comparable salaries and fringe benefits to those of county, municipal, school, academic and private workers in comparable communities in the state.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library has comparable salaries and fringe benefits to those of county, municipal, school, academic and private workers in comparable communities in the country.

☐ ☐ ☐ ☐

THE LIBRARY HAS ADOPTED AND FOLLOWS A SYSTEM OF POSITION CLASSIFICATION.

BASIC

Yes No Planned NA

The library has written, ADA compliant position descriptions for all current employees.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library has position descriptions that clearly define the duties and responsibilities of every position associated with library employment. All position descriptions are renewed and updated on an annual basis.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library has descriptions of all positions in the library that are reviewed and revised as necessary on an annual basis. Salaries, hours, and benefits in the position classification are comparable in all grades and steps with positions, requiring similar education preparation and experience with similar job assignments.

☐ ☐ ☐ ☐

The library undertakes a periodic review and intensive position appraisal every three years.

☐ ☐ ☐ ☐

THE LIBRARY HAS A PERFORMANCE ASSESSMENT PROGRAM FOR ALL PERMANENT POSITIONS, WHICH INCLUDES BOTH AN ASSESSMENT OF CURRENT PERFORMANCE, AND RECOMMENDATIONS FOR FURTHER ACTION.

BASIC

Yes No Planned NA

All employees receive a yearly evaluation conducted by the appropriate supervisor.

☐ ☐ ☐ ☐

The Director receives a yearly evaluation by the Board.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

All performance evaluations include a discussion of goals and objectives for the employee for the next year.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

Salary increases are directly related to positive performance evaluations.

☐ ☐ ☐ ☐

APPOINTMENTS AND PROMOTIONS OF PERSONNEL IN PUBLIC LIBRARIES ARE MADE ON THE BASIS OF QUALIFICATIONS AND MERIT WITHOUT REGARD FOR RACE, SEX, MARITAL STATUS, NATIONAL ORIGIN, AGE, POLITICAL OPINION OR RELIGIOUS BELIEF OR DISABILITY WHILE KEEPING IN MIND THE NEED TO CREATE DIVERSITY AWARENESS IN A PUBLIC SERVICE INSTITUTION.

BASIC	Yes	No	Planned	NA
The library actively recruits a diverse staff for all positions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
The library staff is trained in diversity awareness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
The library staff reflects the demographic makeup of the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BIBLIOGRAPHY

Cain, Dan. *The Executive Evaluation Kit*. Cain Consulting Group, Inc., nd.

Stueart, Robert D. and Maureen Sullivan. *Performance Analysis and Appraisal: A How-To-Do-It Manual for Librarians*. Neal-Schuman Publications, 1991.

ACCESS

Public libraries provide convenient access to services, programs and resources. Access is not limited to physical issues such as location and hours of operation, but encompasses other areas. Bibliographic access allows patrons the ability to use all parts of the collection effectively. Intellectual access provides free and equitable access to a wide variety of materials representing diverse points of view. Extension services and outreach programs make resources as widely available as possible, while technology enables remote access and expands the collection to include materials held by other libraries.

THE LIBRARY HAS DETERMINED ITS HOURS BASED ON A SURVEY OF COMMUNITY NEEDS AND AVAILABLE SERVICES.

BASIC	Yes	No	Planned	NA
The library offers weekday, evening and weekend hours based on community needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides a method to return materials 24 hours a day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY SYSTEM PROVIDES SERVICE IN UNDUPLICATED HOURS ACCORDING TO THE FOLLOWING CHART:

BASIC	Yes	No	Planned	NA
For population under 40,000, 35 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population 40,000-75,000, 48 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population over 75,000, 60 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED	Yes	No	Planned	NA
For population under 40,000, 40 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population 40,000-75,000, 54 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population over 75,000, 65 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE	Yes	No	Planned	NA
For population under 40,000, 48 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population 40,000-75,000, 60 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For population over 75,000, 70 unduplicated service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES ALTERNATIVE ACCESS FOR THOSE UNABLE TO USE TRADITIONAL LIBRARY RESOURCES.

BASIC

	Yes	No	Planned	NA
The library complies with all appropriate laws, especially the Americans with Disabilities Act, to make its materials, services and programs available to patrons with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library collection includes non-print media, with some duplication of materials in multiple formats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All library locations have at least one computer workstation that is wheelchair accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library maintains a collection of low-tech assistive devices such as magnifiers, bold-write pens, etc...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has applications for the Kentucky Talking Book Library.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides referrals for additional resources available to those with special library needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When the library requires registration for a program, it publicizes available accommodations in the public announcement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library's non-print collection includes some duplicate materials in unabridged form.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library collection contains items in languages other than English, as indicated by census or patronage data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library staff is trained to use and instruct patrons in the use of assistive devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a link to the web site for the National Library Service for the Blind and Physically Handicapped.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
Locations with more than 15 public access workstations provide CCTV for high magnification of printed materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locations with more than 15 public access workstations provide specialized software with additional accessibility features, as determined by needs assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE (Continued)

	Yes	No	Planned	NA
Based on community needs, the library provides interpreting services at events anticipating a high turnout.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library regularly publicizes its special accessibility services/features.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has staff who can communicate in a second language or in American Sign Language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES APPROPRIATE EXTENSION SERVICES.**BASIC**

	Yes	No	Planned	NA
The library, in partnership with the community, develops a plan to provide materials to all residents of the service area, including but not limited to branch development, book-mobile services, delivery services, phone and mail services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The hours in which extension services are offered are planned as part of the overall strategy of services to the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration of mobile services at any one community stop location is at least 30 minutes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
Homebound or books by mail services are offered to users in the service area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection development for extension services is part of the overall system plan but provides for the unique populations served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
There is a point of service within 5 miles of any location in the service area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has at least two specialized extension services available to people in the service area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fundamental services such as circulation, reference, reader's advisory, etc. available at the main location, are also available to patrons of extension services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LIBRARY USERS ARE ABLE TO REACH THE LIBRARY BY TELEPHONE DURING ALL OPEN HOURS.

BASIC

	Yes	No	Planned	NA
The library has a telephone and answers telephone queries during all open hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's telephone number is listed in the telephone directory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has telephones at each of its outlets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has recording devices in use during closed hours to inform the public of the library's service hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library has multiple listings as appropriate in the local telephone directory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library is equipped with adequate voice and data lines, touchtone phones and automatic rollover to reduce busy signals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a telephone available for use by the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patrons can renew materials by telephone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
When the library is closed all callers hear a recorded message providing the library's open hours and web address. When the library is open, all callers reach a staff member or have the opportunity to leave a message.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a TTY/TDY machine to permit access to people with hearing disabilities and staff trained in its use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LIBRARY CUSTOMERS ARE ABLE TO ACCESS THE LIBRARY CATALOG AND DATA-BASES FROM REMOTE LOCATIONS.

BASIC

Yes No Planned NA

The library has an online catalog indicating the holdings, location, and availability of materials in all the library's service outlets.

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ENHANCED

Yes No Planned NA

The library authorizes and maintains an up-to-date web page that includes library hours, phone numbers, services, and other basic information.

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The library provides remote access to fundamental library services. For example, access to patron records, renewal, hold, and ILL requests, basic reference services.

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The library's catalog is available via dial up access and is available 24 hours per day, seven days per week, less the down time needed to perform backups and system maintenance.

☐ ☐ ☐ ☐

The library's catalog is available and is accessible 24 hours per day, seven days per week, less the down time needed to perform backups and system maintenance.

☐ ☐ ☐ ☐

The library makes provisions for a wide variety of connection structures available to patrons.

☐ ☐ ☐ ☐

The library provides basic instructions in use of online resources.

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COMPREHENSIVE

Yes No Planned NA

The library provides comprehensive collection and services online. For example, digitized local history materials, e-mail reference, and schedule of events.

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The library provides remote access to licensed full-text databases of local interest.

☐ ☐ ☐ ☐

When remote access to electronic database information is offered it is available 24 hours per day, seven days per week, less the down time needed to perform backups and system maintenance.

☐ ☐ ☐ ☐

THE LIBRARY PROVIDES INFORMATION ABOUT THE HOLDINGS OF OTHER LIBRARIES.

BASIC

	Yes	No	Planned	NA
The library provides access to the Kentucky Virtual Library (KYVL).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has access to remote databases through the Internet and/or other online services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library's bibliographic and holdings information is machine-readable using the MARC standard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's web pages provide users with organized web links pointing to useful and reliable local, regional, state, national and international Internet sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library submits its bibliographic and holdings information to a statewide resource-sharing network.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library participates in local/regional electronic community information services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES INTERLIBRARY LOANS TO ITS PATRONS.

BASIC

	Yes	No	Planned	NA
The library staff offers Interlibrary Loan whenever materials are not available locally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library uses Interlibrary Loan to supplement, not supplant local collection development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides Interlibrary Loans to other libraries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interlibrary Loan services are available equally to all patrons regardless of age.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whenever possible, Interlibrary Loan services are provided to both patrons and libraries free of charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library accepts responsibility for the safety of borrowed materials, and agrees to pay for the replacement of lost or damaged items.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

Yes No Planned NA

The library encourages Interlibrary Loan by publicizing it within all library outlets and the community.

☐ ☐ ☐ ☐

Interlibrary Loan services are provided free of charge.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

The library allows for user-initiated electronic Interlibrary Loan requests.

☐ ☐ ☐ ☐

THE LIBRARY HAS PUBLIC WORKSTATIONS AND INTERNET CONNECTIONS TO FACILITATE PUBLIC ACCESS TO ELECTRONIC INFORMATION BASED UPON THE FOLLOWING CHART:

BASIC

Yes No Planned NA

Number of public access workstations based on population:

☐ ☐ ☐ ☐

1-9,999 1 stand-alone workstation for each 2,500 people served

10,000-24,999 1 networked workstation for each 2,500 people served

25,000-49,999 1 networked workstation for each 2,500 people served

50,000-over 1 networked workstation for each 2,500 people served

Internet access based on population:

☐ ☐ ☐ ☐

1-9,999 Shared high-speed data connection

10,000-24,999 Shared high-speed data connection

25,000-49,999 LAN with high-speed data connection

50,000-over LAN with high-speed data connection

ENHANCED

Yes No Planned NA

Number of public access workstations based on population:

☐ ☐ ☐ ☐

1-9,999 1 stand-alone workstation for each 2,000 people served

10,000-24,999 1 networked workstation for each 2,000 people served

25,000-49,999 1 networked workstation for each 2,000 people served

50,000-over 1 networked workstation for each 2,000 people served

ENHANCED (Continued)

	Yes	No	Planned	NA
Internet access based on population:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-9,999 Shared high-speed data connection				
10,000-24,999 Shared high-speed data connection				
25,000-49,999 LAN with high-speed data connection				
50,000-over LAN with high-speed data connection				

COMPREHENSIVE

	Yes	No	Planned	NA
Number of public access workstations based on population:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-9,999 1 stand-alone workstation for each 1,500 people served				
10,000-24,999 1 networked workstation for each 1,500 people served				
25,000-49,999 1 networked workstation for each 1,500 people served				
50,000-over 1 networked workstation for each 1,500 people served				
Internet access based on population:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-9,999 Shared high-speed data connection				
10,000-24,999 Shared high-speed data connection				
25,000-49,999 LAN with high-speed data connection				
50,000-over LAN with high-speed data connection				

THE LIBRARY ADDRESSES THE NEED FOR ALL CITIZENS TO ACCESS INFORMATION VIA THE INTERNET.**BASIC**

	Yes	No	Planned	NA
The library has a formally adopted Internet Acceptable Use policy, which is regularly reviewed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library's Acceptable Use policy allows staff to override filters, if present, in order for all patrons, including children, to access all legally obtainable material. Customers are informed, through signage or error messages, that information has been blocked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY CREATES AND ADOPTS POLICIES THAT ARE CONSISTENT WITH THE PRINCIPLES ESTABLISHED BY THE AMERICAN LIBRARY ASSOCIATION IN THE *LIBRARY BILL OF RIGHTS* AND OTHER OFFICIAL STATEMENTS.

BASIC

	Yes	No	Planned	NA
The library board has formally adopted the American Library Association (ALA) <i>Library Bill of Rights</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides free and equitable access to all resources regardless of a patron's age, origin, beliefs, disabilities or socioeconomic status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library creates policies regulating time, place and manner of access, which are not based on distinctions between individuals or groups of individuals, and are consistent with the library's mission and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides access to a wide variety of information through a diverse collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library resources are available without restriction to children and young adults in accordance with the ALA policy statement, <i>Free Access to Libraries for Minors</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a written policy that assigns responsibility to parents or legal guardians for placing any restrictions on their child's use of library materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library keeps written copies of ALA statements and library policies at all locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a reasonable process that balances the requirements for intellectual freedom with the rights of citizens to question library materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
In order to provide for future access, the library has a policy on repairing or replacing lost or damaged items.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library conducts workshops to instruct employees on issues regarding ALA policies and statements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE (Continued)

	Yes	No	Planned	NA
Restrictions to special collections are limited to policies designed for physical preservation and for protection from theft and mutilation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library cooperates with other organizations to promote intellectual freedom (e.g. newspapers, ACLU, school libraries).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES USERS WITH THE CAPABILITY TO SECURE COPIES OF MATERIALS, WITHIN CURRENT COPYRIGHT RESTRICTIONS.**BASIC**

	Yes	No	Planned	NA
The library has a photocopier for public use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a reader/printer for use with microform collections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copyright restrictions are posted as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a fax machine and a policy regarding its use by the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fees charged for copying are equitable and consistent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library provides, and has the appropriate equipment to facilitate document delivery service within current copyright restrictions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library provides equipment, training and guidance necessary for the public to access, print and copy electronic resources within current copyright restrictions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY MAKES SPACE AVAILABLE FOR MEETINGS AND EXHIBITS.

BASIC

	Yes	No	Planned	NA
The library has public meeting space available for its programming and for use by other community groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has written policies on use of meeting rooms, bulletin boards and display and exhibit space.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public programs provided by the library are free of charge and in physically accessible locations. The library publicizes available accommodations in its program announcements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library provides access to meeting rooms and restrooms without entering a library service area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides space for exhibits of community interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides screens, overhead projectors, slide machines and VCRs for public use in the meeting room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library provides LCD projector for computer programs in the library.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library actively promotes its public meeting space to the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES EDUCATIONAL OPPORTUNITIES THAT FACILITATE FULL ACCESS.

BASIC

	Yes	No	Planned	NA
The library provides instruction as needed in the use of library equipment and resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At least one person trained in the use of all reference resources and equipment is on duty during the library's operating hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

The library provides written instructions for locating and using the collections and services provided.

- Those instructions comply with best practices for visibility.
- Instructions are provided in alternative format as needed.

The library provides formal instruction on the use of library resources and equipment to school classes and community groups on site upon request.

The library has staff trained to assist patrons with disabilities in the effective use of assistive devices and adaptive software used in the library.

Yes No Planned NA

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COMPREHENSIVE

The library provides a schedule of classes and instruction sessions for the use of library resources and equipment, and has sufficient space and equipment to accommodate group instruction.

The library provides specialized educational opportunities for specialized populations (e.g. people for whom English is a second language, senior citizens, persons with disabilities, children, parents/guardians, caregivers).

Instruction sessions in the use of library resources, equipment and information seeking skills are provided off-site and electronically.

Educational opportunities reflect current understanding of educational theories and are age and ability appropriate.

Yes No Planned NA

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RESOURCES

Library Bill of Rights, ALA 1996.

Interpretations of the Library Bill of Rights, ALA.

Free Access to Libraries for Minors: An Interpretation of the Library Bill of Rights, ALA 1991.

Restricted Access to Library Materials, ALA 2000.

ALA Code of Ethics, ALA 1995.

ALA Preservation Policy, 1991.

Libraries: An American Value, ALA 1999.

Freedom to Read Statement, ALA, AAP Freedom to Read Committee 2000.

Intellectual Freedom Manual, ALA 2001.

Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities, ALA Intellectual Freedom Committee 1994.

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South Carolina Public Library Standards. South Carolina State Library, 1998.

Standards for Florida Public Libraries: a Vision for the 21st Century. Florida Library Association Public Standards Working Committee and Leslie Burger and Barbara Weaver, Library Development Solutions, 1995.

Minimum Standards for Rhode Island Public Libraries. Rhode Island Office of Library and Information Services, 2000.

Wisconsin Public Library Standards. Wisconsin Public Library Standards Task Force, 2000.

Georgia Public Library Standards. Planning and Evaluation Committee for Georgia Public Libraries, 2000.

In Service to Iowa: Public Library Measures of Quality. State Library Standards Committee, 1997.

Standards for Public Libraries Eligible to Receive State and Federal Funds. Indiana Library and Historical Board, 1997.

COLLECTIONS

Kentucky's public libraries should provide a wide range of materials in all formats to meet customer needs. These standards recognize that building a diverse library collection is a difficult task and that libraries are often constrained in their purchasing. This section recommends minimum levels of holdings for the population served as one way to measure the effectiveness of a library's collection. These input standards are counterbalanced by several output related standards that address the currency and usefulness of the collection.

THE LIBRARY HAS WRITTEN POLICIES THAT GOVERN THE MANAGEMENT OF THE LIBRARY'S COLLECTION.

BASIC	Yes	No	Planned	NA
The library has a written, board-approved collection development policy, updated within the past five years, based on community needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's collection development policy includes an intellectual freedom statement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's collection development policy addresses diverse needs, interests, and differing points-of-view.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS A COLLECTION DEVELOPMENT PLAN.

BASIC	Yes	No	Planned	NA
The library has a collection development plan, updated within the past five years, which details its collection and acquisition priorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's collection plan includes circulating fiction and nonfiction, core reference collection, non-print media, periodical subscriptions, and electronic resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a plan and procedure for accepting gifts and donations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a plan and procedure for addressing challenges to materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a plan and procedure for addressing requests for additions to the collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

Yes No Planned NA

The library conducts ongoing evaluation of its collection to determine subject strengths and weaknesses. The entire collection will be evaluated at least every five years.

☐ ☐ ☐ ☐

The library utilizes standard procedures for collection development, including at least two professionally recognized review sources such as *Booklist* or *Library Journal*.

☐ ☐ ☐ ☐

The library utilizes electronic resources in selecting materials.

☐ ☐ ☐ ☐
THE LIBRARY ALLOCATES A SPECIFIC PORTION OF ITS OPERATING BUDGET FOR MATERIALS.**BASIC**

Yes No Planned NA

The library allocates at least 15% of its operating budget for the purchase of materials.

☐ ☐ ☐ ☐

The library allocates percentages of its materials budget for specific areas of the collection, such as adult and juvenile materials, reference collection, and other areas as defined by its collection development policy and plan.

☐ ☐ ☐ ☐

The library allocates funds for purchasing materials in all appropriate formats based on its collection development policy and plan.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The library allocates at least 20% of its operating budget for the purchase of materials.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

The library allocates at least 25% of its operating budget for the purchase of materials.

☐ ☐ ☐ ☐

THE LIBRARY CALCULATES THE NUMBER OF ITEMS ADDED AND WITHDRAWN ANNUALLY AS A PERCENTAGE OF ITS TOTAL COLLECTION.

BASIC	Yes	No	Planned	NA
The library adds and withdraws at least 3% of its materials collection each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
The library adds and withdraws at least 4% of its materials collection each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
The library adds and withdraws at least 5% of its materials collection each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS A METHOD FOR ASSESSING THE AGE OF ITS COLLECTION AND USES IT TO ENSURE THAT THE LIBRARY'S COLLECTION CONTAINS CURRENT MATERIALS.

BASIC	Yes	No	Planned	NA
At least 15% of items in the library's materials collection were published in the last five years, excluding archival types of collections such as genealogy and local history.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
At least 20% of items in the library's materials collection were published in the last five years, excluding archival types of collections such as genealogy and local history.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
At least 25% of items in the library's materials collection were published in the last five years, excluding archival types of collections such as genealogy and local history.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS A METHOD FOR WEEDING ITS COLLECTION. EVERY ITEM IN THE LIBRARY MATERIALS COLLECTION IS EVALUATED FOR RETENTION, REPLACEMENT, OR WITHDRAWAL ON A PREDETERMINED SCHEDULE.

BASIC	Yes	No	Planned	NA
The library collection is weeded at least every five years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
The library collection is weeded every four years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
The library collection is weeded every three years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS A COLLECTION LARGE ENOUGH TO MEET THE NEEDS OF THE SERVICE POPULATION.

BASIC	Yes	No	Planned	NA
The library has at least 2.5 books per capita or 20,000 volumes whichever is greater.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of items in the library's non-book collection is at least 4% of the total materials collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of subscriptions to paper periodical subscriptions is at least 4 subscriptions per 1000 population, or 30 subscriptions, whichever is greater.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
The library has at least 3 books per capita.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of items in the library's non-book collection is at least 6% of the total materials collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of subscriptions to paper periodical subscriptions is at least 6 subscriptions per 1000 population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
The library has at least 4 books per capita.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of items in the library's non-book collection is at least 8% of the total materials collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of subscriptions to paper periodical subscriptions is at least 8 subscriptions per 1000 population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES ELECTRONIC ACCESS TO ONLINE INFORMATION.

BASIC

Yes No Planned NA

The library has an online catalog indicating the holdings, location, and availability of materials in all the library's service outlets.

☐ ☐ ☐ ☐

The library extends its collection by providing public access to the Internet, Kentucky Virtual Library, and the library's online catalog.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library extends its collection by providing public access to Internet, Kentucky Virtual Library, and licensed full-text databases; and in-house and remote access to library's online catalog.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library extends its collection by providing public access to Internet and Kentucky Virtual Library, in-house and remote access to licensed full-text databases, and library's online catalog.

☐ ☐ ☐ ☐

THE LIBRARY COLLECTION IS ORGANIZED AND ARRANGED IN A WAY TO PROMOTE AND FACILITATE USE BY THE LIBRARY'S CUSTOMERS.

BASIC

Yes No Planned NA

The library collection is organized according to standard classification systems and staff is familiar with the system used.

☐ ☐ ☐ ☐

The library makes use of attractive displays, face-out shelving, or other merchandising techniques to encourage browsing.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

Library annually evaluates customer satisfaction with the collection using techniques such as usage reports, fill rate studies, and suggestions.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

Library annually evaluates customer satisfaction with the collection using techniques such as surveys and focus groups.

☐ ☐ ☐ ☐

The library's collection development plan and materials budget reflect a systematic measurement of customer satisfaction.

☐ ☐ ☐ ☐
THE LIBRARY TAKES MEASURES TO PROTECT MATERIALS AND EQUIPMENT FROM NATURAL DISASTERS AND OTHER EMERGENCIES.**ENHANCED**

Yes No Planned NA

The library has a disaster plan for the materials collection that is reviewed every five years and includes database security, appropriate insurance for library materials, and procedures for preservation and rescue of materials.

☐ ☐ ☐ ☐
THE LIBRARY COLLECTS AND USES STATISTICAL DATA TO EVALUATE THE COLLECTION'S USAGE.**BASIC**

Yes No Planned NA

The library determines the number of items circulated annually.

☐ ☐ ☐ ☐

The library determines the number of items used in-house annually.

☐ ☐ ☐ ☐

The library collects statistics on use of electronic resources.

☐ ☐ ☐ ☐
ENHANCED

Yes No Planned NA

The library shows an annual increase in circulation.

☐ ☐ ☐ ☐
COMPREHENSIVE

Yes No Planned NA

The library generates electronic reports to obtain in-depth information about collection usage.

☐ ☐ ☐ ☐

RESOURCES

CORE REFERENCE COLLECTION BIBLIOGRAPHY:

- Kennedy, Scott E., ed. *Reference Sources for Small and Medium-sized Libraries*. 6th ed. Chicago: American Library Association, 1999.
- MARS *Best of Free Reference Web Sites: 2000*. 2000. Machine-Assisted Reference Section of The Reference and User Services Association of the American Library Association. 26 July 2001 <<http://www.ala.org/rusa/mars/best2000.html>>.
- Nichols, Margaret Irby. *Selecting and Using a Core-Reference Collection*. 3rd ed. Austin: Texas State Library, Library Development Division, 1999.
- O’Gorman, Jack, Jovian P. Lang, eds. *Recommended Reference Books in Paperback*. 3rd ed. Englewood: Libraries Unlimited, 2000.
- Outstanding Reference Sources for Small and Medium-sized Libraries: The Selections for the Year 2000*. Reference and User Services Association’s Reference Sources Committee. 26 July 2001 <<http://www.ala.org/rusa/bestref.html>>.
- Recommended References Books for Small and Medium-sized Libraries and Media Centers*. 21st ed. Englewood: Libraries Unlimited, 2001.

SELECTION TOOLS:

Books

- Fonseca, Anthony J. *Hooked on Horror: A Guide to Reading Interests in Horror*. Englewood: Libraries Unlimited, 1999.
- Herald, Diana Tixier. *Fluent in Fantasy: A Guide to Reading Interests*. Englewood: Libraries Unlimited, 1999.
- Herald, Diana Tixier. *Genreflecting: A Guide to Reading Interests in Genre Fiction*. 4thed. Englewood: Libraries Unlimited, 1995.
- Herald, Diana Tixier. *Teen Genreflecting*. Englewood: Libraries Unlimited, 1997.
- Pearl, Nancy. *Now Read This: A Guide to Mainstream Fiction, 1978-1998*. Englewood: Libraries Unlimited, 1999.
- Ramsdell, Kristin. *Romance Fiction: A Guide to the Genre*. Englewood: Libraries Unlimited, 1999.
- Volz, Bridget Dealy. *Junior Genreflecting: A Guide to Good Reads and Series Fiction for Children*. Englewood: Libraries Unlimited, 2000.
- Wilson Standard Catalogs: Public Library, Fiction, Children’s, Middle/Junior High.

Journals

Library Journal
 School Library Journal
 Publishers Weekly
 Kirkus Reviews
 Booklist

Websites

ACQWEB. Edited by Anna Belle Leiserson.

URL: <<http://www.library.vanderbilt.edu/law/acqs/acqs/html>>

Website for Acquisitions and Collection Development Information.

COLLECTION MAINTENANCE RESOURCES:

Weeding Tools

The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries. Revised and updated by Belinda Boon, Library Development Staff, Texas State Library, 1995.

Slote, Stanley. *Weeding Library Collections: Library Weeding Methods.* 4th ed. Libraries Unlimited, 1997.

Standard Catalogs

Public Library Catalog: Guide to Reference Books and Adult Nonfiction. 11th ed. H. W. Wilson, 1999.

Fiction Catalog. 14th ed. H. W. Wilson, 2001.

Children's Catalog. 18th ed. H. W. Wilson, 2001.

Middle and Junior High School Library Catalog. 8th ed. H. W. Wilson, 2000.

The Reader's Catalog: An Annotated Listing of the 40,000 Best Books in Print in Over 300 Categories. 2nd ed. New York Review of Books, 1997 (this resource, with updated information, is available on the Web via Barnes & Noble – <http://www.barnesandnoble.com/>)

Davis, Elizabeth, Pamela Bristah, Jane Gottlieb, eds. *A Basic Music Library: Essential Scores and Sound Recordings.* Compiled by the Music Library Association. 3rd ed. American Library Association, 1997.

DISASTER PLANNING RESOURCES:

Alire, Camila A. ed. *Library Disaster Planning and Recovery Handbook.* Neal Schuman, 2000.

Kahn, Miriam B. *Disaster Response and Planning for Libraries.* American Library Association, 1998.

Shuman, Bruce. *Library Security and Safety Handbook.* American Library Association, 1999.

SERVICES

Public libraries are in the service business. They should provide library services that are comprehensive, timely, and helpful. Libraries are active providers of information services, reader's advisory services, educational support, children's services, and programs. These standards recognize the importance of a library's service program to varying constituencies and the essential role of staff in delivering effective service.

THE LIBRARY USES A VARIETY OF INDICATORS AND MEASURES TO DETERMINE THE EFFECTIVENESS OF ITS SERVICES.

The library collects statistics in the following areas for users of all ages: (Asterisked statistics to be collected at least annually.)

BASIC	Yes	No	Planned	NA
Circulation per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost per circulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding (by source) per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-library material (print, non-print, electronic) use per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interlibrary loan transactions*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library visits per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting room use*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of items added to the collection*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of items owned/accessed (print, non-print, electronic)*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of items owned per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of programs and per capita attendance*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of terminals for public use*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Percentage of items withdrawn from the collection*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference transactions per capita*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference borrowers as compared to total population*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
Circulation per hour*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reserve fill rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turnover rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
Title, reference, and subject/author fill rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library use as compared to public use of other community services and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Circulation per staff hour*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer/non-customer characteristics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document delivery rate (7 days, 14 days, 30 days)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Browsers' fill rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY USES A VARIETY OF INDICATORS AND MEASURES TO DETERMINE THE EFFECTIVENESS OF REFERENCE SERVICES.**BASIC**

	Yes	No	Planned	NA
The library maintains reference statistics which exclude directional transactions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library regularly conducts an adult and juvenile reference fill rate study for each service outlet. Last study conducted: (Year)_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library determines the average number of reference questions per capita, per visitor, and per registered library customer each year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library assesses the proportion of adult and juvenile reference transactions successfully completed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides correct answers within twenty-four (24) hours 75% of the time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY ADOPTS NEW TECHNOLOGIES TO EXPAND ITS SERVICE CAPABILITIES.

BASIC	Yes	No	Planned	NA
The library utilizes a variety of technologies to provide library service, such as online databases, CD-ROM databases, online public catalogs, Internet access, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library works with other libraries and agencies to provide interfaces among multiple databases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trained library staff is available to assist the public with utilization of technology at all hours the library is open.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSIVE	Yes	No	Planned	NA
The library works with other agencies to develop local databases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES A BROAD RANGE OF PROGRAMMING TO MEET COMMUNITY NEEDS.

BASIC	Yes	No	Planned	NA
The library sponsors or cosponsors programs for various ages and segments of the community targeted for service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENHANCED	Yes	No	Planned	NA
The library annually evaluates its programming using statistics and customer surveys.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides staff trained to work with varied groups within the community population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES STAFF ADEQUATELY TRAINED TO PROVIDE SERVICE ALL HOURS THE LIBRARY IS OPEN.

BASIC

	Yes	No	Planned	NA
The library provides reference service to residents of all ages in person, or by telephone, during all hours the library is open.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides reader's advisory service to residents of all ages in person, by telephone, during all hours the library is open.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A certified library staff member is available on site during all hours the library is open.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library provides a certified children's specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides staff trained in reader's advisory services all hours the library is open in each outlet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides trained staff in programming for customers of all ages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides electronic reference services to customers of all ages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides electronic reader's advisory to customers of all ages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library provides a professional children's specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides a professional young adult specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides a professional older adult specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides a professional adult specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY UTILIZES TECHNOLOGY TO PROVIDE QUALITY SERVICE THROUGHOUT THE SYSTEM.

BASIC

Yes No Planned NA

Library users at each service outlet have access to information resources within the system.

☐ ☐ ☐ ☐

The library makes provision for regular trouble-shooting, maintenance, and repair of equipment in all library outlets.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

Library users at each service outlet have access to information resources within the system through electronic transfer of information, fax and courier service.

☐ ☐ ☐ ☐

THE LIBRARY COOPERATES WITH ALL TYPES OF LIBRARIES TO EXTEND THE AVAILABILITY OF INFORMATION TO ALL RESIDENTS.

BASIC

Yes No Planned NA

The library offers interlibrary loan service.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library develops its collections, programming, and services in cooperation with other local libraries to avoid unnecessary duplication of resources and services.

☐ ☐ ☐ ☐

The library participates in reciprocal borrowing arrangements with other libraries.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library meets at least annually with staff from other area libraries to plan cooperatively for meeting community information needs.

☐ ☐ ☐ ☐

THE LIBRARY WORKS COOPERATIVELY WITH OTHER COMMUNITY AGENCIES TO IMPROVE SERVICE.

BASIC

Yes No Planned NA

The library has planned or participated in cooperative activities or events with community agencies in the past year.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library regularly meets with representatives of governmental agencies to identify areas of potential cooperation.

☐ ☐ ☐ ☐

The library regularly meets with representatives of community agencies and organizations to identify areas of potential cooperation and library service.

☐ ☐ ☐ ☐

FACILITIES

The appearance of public libraries directly affects community use. They should be large enough to adequately meet the needs of the service population. The library interior should have a flexible design, which will allow for changes in the service needs of the community. They should be conveniently located, have ample parking and be free of physical barriers. Public library buildings should be aesthetically pleasing and culturally consistent with the heritage of the area and existing structures.

THE LIBRARY MEETS KDLA MINIMUM FACILITIES STANDARDS.

Yes	No	Planned	NA
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LIBRARY FACILITIES ARE WELL-MAINTAINED.

BASIC

Yes	No	Planned	NA
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The library has sufficient staff or contracts to perform general maintenance/custodial duties.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The library has sufficient staff or contracts to maintain landscaping and grounds.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The library maintains an inventory of furnishings and equipment.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The director reviews property and liability insurance annually and updates information submitted to insurance agency.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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ENHANCED

Yes	No	Planned	NA
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The library has up-to-date wiring to support the use of technology.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------

The library has a maintenance plan which includes a schedule for refurbishing existing facilities including carpet, painting, furniture replacement, HVAC and equipment.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Insurance policies provide for full replacement value in the event of damage.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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COMPREHENSIVE

Yes	No	Planned	NA
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The library has a current capital improvement plan.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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BUILDINGS ARE CONVENIENTLY LOCATED AND ACCESSIBLE TO ALL.**BASIC**

	Yes	No	Planned	NA
The library meets building code parking standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's customers have convenient parking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library meets all standards for ADA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library has surveyed customers to determine satisfaction with physical accessibility and convenience to the library.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has completed a parking availability and feasibility survey to determine the total number of spaces available for library customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library facilities plan will meet community needs for at least 20 years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY IS COMFORTABLE AND EFFICIENT AND PROVIDES A SAFE ENVIRONMENT FOR USERS.**BASIC**

	Yes	No	Planned	NA
The parking areas and entrances are sufficiently lighted to provide safe entry and exit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has smoke and fire alarms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has emergency lighting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library has installed an appropriate building security system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate space is provided for storage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library has a security system for collections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY IS INVITING TO USERS.**BASIC**

Yes No Planned NA

Library hours are posted in a visible location.

☐ ☐ ☐ ☐

The library provides a method to return materials 24 hours a day.

☐ ☐ ☐ ☐

Space is designated for children's programs and materials.

☐ ☐ ☐ ☐

Adequate space is designated for public computer stations.

☐ ☐ ☐ ☐**ENHANCED**

Yes No Planned NA

Space is designated for library programs and community meetings.

☐ ☐ ☐ ☐

Space is provided for young adult programs and materials.

☐ ☐ ☐ ☐**COMPREHENSIVE**

Yes No Planned NA

The library provides adequate space for quiet reading and study.

☐ ☐ ☐ ☐**THE LIBRARY HAS EXTERNAL SIGNAGE THAT IDENTIFIES THE FACILITY AS A LIBRARY, AND INTERNAL SIGNAGE TO FACILITATE USE.****BASIC**

Yes No Planned NA

The library's permanent signage complies with ADA requirements.

☐ ☐ ☐ ☐

Adequate and appropriate signs identify the library's service areas and collections.

☐ ☐ ☐ ☐

Library has exterior signs identifying it as a library, which are clearly visible from the street.

☐ ☐ ☐ ☐

Hours of library service are posted at each public entrance, to be visible from outside the building.

☐ ☐ ☐ ☐**ENHANCED**

Yes No Planned NA

The exterior library signs make it clearly identifiable from the street 24 hours a day.

☐ ☐ ☐ ☐

ENHANCED (Continued)

The external library sign is lighted for added visibility at night or when it is located in a low light interior, such as a mall.

Yes No Planned NA

☐ ☐ ☐ ☐

The library provides signs on main community thoroughfares that indicate direction to the building.

☐ ☐ ☐ ☐

COMPREHENSIVE

Permanent signage is also in a foreign language, as needed.

Yes No Planned NA

☐ ☐ ☐ ☐

The library provides a floor plan or directory near each entrance.

☐ ☐ ☐ ☐

Floor plans of the library are available for users to keep, including large print and foreign language (as needed) versions.

☐ ☐ ☐ ☐

TECHNOLOGY

As a result of the constantly changing nature of technology, there is not one technological solution for every library. The solution must be chosen from a kaleidoscope of possibilities to meet a given set of needs and must be designed for upgrading, expansion and change. These standards, especially for Basic Service, are guideposts to the prudent administration of technology. All public libraries should meet KDLA's requirements as outlined in the Minimum Facility Standards for Kentucky Public Libraries.

THE LIBRARY HAS TRAINED STAFF TO MAINTAIN TECHNOLOGY HARDWARE AND SOFTWARE.

BASIC

Yes No Planned NA

The library has a designated staff member who is trained to communicate with computer technicians and to perform basic troubleshooting.

☐ ☐ ☐ ☐

ENHANCED

Yes No Planned NA

The library has a person designated as having the responsibility for computer technology as part of their job description.

☐ ☐ ☐ ☐

COMPREHENSIVE

Yes No Planned NA

The library has a person designated who has the primary responsibility for computer technology and has formal training in information technology.

☐ ☐ ☐ ☐

THE LIBRARY PURCHASES, MAINTAINS, AND REPLACES EQUIPMENT AND SOFTWARE IN ORDER TO ENSURE THE HIGHEST LEVEL OF SERVICE TO ITS CUSTOMERS.

BASIC

Yes No Planned NA

The library has a replacement strategy in place for the purpose of keeping computers and other components current and up to date. The replacement strategy is reflected in the library's annual budget.

☐ ☐ ☐ ☐

The library keeps track of warranties and knows whom to contact to get technical support, advice, and repair service.

☐ ☐ ☐ ☐

BASIC (Continued)

	Yes	No	Planned	NA
The library keeps an inventory of hardware and software and tracks licensing requirements. It also maintains original documentation for hardware and software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides protection for software and hardware on individual workstations. It also has anti-virus software in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library is in compliance with Kentucky procurement law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library provides protection for software and hardware on network computers. This includes making sure the software is upgraded to the most secure release.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS ADEQUATE SPACE TO HOUSE COMPUTERS AND PERIPHERALS IN A SECURE ENVIRONMENT.**BASIC**

	Yes	No	Planned	NA
The library provides at least 20 sq. ft. for public workstations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library houses computer servers in an existing space with adequate square footage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library houses the computer servers in a separate environment with adequate heating and cooling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library houses the computer servers in a designated space with climate control, raceways, isolated ground circuits, and locks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES ACCESS TO THE INTERNET AND REMOTE DATABASES FOR THE PUBLIC AND STAFF.

BASIC

	Yes	No	Planned	NA
The library has public access to the Internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides access to electronic databases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library has a dedicated Internet connection that is available to multiple library workstations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's key staff has e-mail accounts and workstations with dedicated Internet connections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library maintains an up-to-date web page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library provides a firewall, proxy server, and other proactive security measures for the computer system. It also has anti-virus protection against viruses and attacks installed on the servers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a permanent high-speed Internet connection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides customized searching and downloading of information from online databases for both on-site and remote locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library works with other libraries and agencies to provide interfaces among multiple databases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's selection of electronic databases is based on a written collection development plan that includes standards of performance and quality of information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides an integrated web site with interactive content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY PROVIDES CUSTOMERS WITH TRAINING AND ASSISTANCE IN THE USE OF ELECTRONIC EQUIPMENT AND RESOURCES.

BASIC

	Yes	No	Planned	NA
The library provides instruction to customers on the use of library equipment and resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff has introductory training in basic computer use, computer operating systems and all electronic formats available to the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library provides instruction to customers on the use of library equipment and resources and all electronic formats available to the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library supports customer training in use of technologies necessary to access electronic resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library requires computer workshops or training sessions for all library staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff has intermediate training in computer use, computer operating systems, and all electronic formats available to the public and for staff use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library has a plan for cross-training so that more than one staff member understands critical elements of technology.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff has advanced training in computer use, computer operating systems and all electronic formats available to the public and for staff use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has a technology-based curriculum in place for all staffing levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library creates in-house documentation on hardware and software for staff use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library makes provision in the budget for ongoing staff computer training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THE LIBRARY HAS AN AUTOMATED SYSTEM THAT PROVIDES EASY-TO-USE ACCESS TO THE LIBRARY'S RESOURCES AND PROTECTS INFORMATION ABOUT INDIVIDUAL LIBRARY CUSTOMERS.

BASIC

	Yes	No	Planned	NA
The library is in compliance with all state and federal regulations regarding electronic access to information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides an online catalog either as a stand-alone system or as part of a shared system that indicates holdings, location and availability of materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library automation system has sufficient security to prevent unauthorized access to patron data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library automation system provides the means to back-up patron and collection databases to protect against data loss and to meet requirements of state and local records management policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library maintains up-to-date web pages with links to the OPAC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library automation system is fully integrated, including a catalog module and a circulation module.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library automation system has the capability to create reports that provide statistics as required by KDLA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The catalog is available via the Internet with the use of a web browser and is accessible 24 hours per day, seven days per week via a web page (except during maintenance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The catalog allows customers to place reserves on materials, suggest titles for purchase, and place interlibrary loan requests via the Internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides self-checkout as an option to customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The integrated system allows customers to review their personal library records via the Internet, including, but not limited to, materials checked out and the date due, materials reserved, and fines owed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The catalog is available through the Kentucky Virtual Library using Z39.50 standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MARKETING/PUBLIC RELATIONS

The purpose of library marketing is to increase community awareness of the library's products and services. Library marketing involves the promotion of intangible services and tangible products. Effective marketing has two major components: strategy and tactics. Strategy incorporates determining who is the target customer, choosing the right product and services for those customers, and distributing the product and services through proper channels. Tactics are the activities by which the strategy is accomplished. A successful public relations program sends a positive message through the appropriate medium to the right audience at the proper time and place.

BASIC

	Yes	No	Planned	NA
The library has a marketing/public relations line item in its budget.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library allocates a percentage of its budget to support marketing/public relations activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic	1% of budget			
Enhanced	2% of budget			
Comprehensive	3% of budget			
The library networks with community groups to increase visibility and to meet its goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library incorporates a unique logo or graphic representation of the library on all publications and promotional materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library makes regular use of radio, television, and print media to keep all segments of the community aware of library services and its role in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library uses eye-catching displays, exhibits, and bulletin boards to promote library resources, services, and programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library recognizes all contributions to the library by way of personalized letters, resolutions of thanks presented at board meetings, press releases, plaques, receptions, gifts, or whatever means is most appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library staff does regular image evaluations of the library facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides orientation in marketing/public relations principles for all new staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public programs provided by the library are free of charge and in physically accessible locations. The library publicizes available accommodations in each program announcement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENHANCED

	Yes	No	Planned	NA
The library has a written marketing/public relations policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library assists in creating a structured Friends of the Library group that elects its own board members and operates under its own bylaws.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library designates a staff member to train volunteers and ensures all volunteers are properly trained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library produces visually appealing printed materials, graphic representations, and signage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library uses all available technologies to provide the public with accurate, up-to-date information about the library.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library recognizes the contributions it has made to its patrons by publicizing "success stories" both internally and externally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library solicits others to do periodic image evaluations of the library facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides regular, meaningful customer service seminars for staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPREHENSIVE

	Yes	No	Planned	NA
The library designates a staff member to plan, develop, and implement marketing activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library encourages and accommodates staff involvement in civic organizations that have programs that complement the library's mission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library has identified volunteers, including trustees and friends, willing to act as advocates for the library's mission at the local, state, and national levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library provides annual reports for the public in a clear, attractive format.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library arranges attendance at annual marketing and public relations workshops for staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX A

GLOSSARY/ACRONYMS

ACLU -- American Civil Liberties Union.

ADA -- Americans with Disabilities Act. Federal legislation which guarantees rights of disabled persons.

ALA -- American Library Association. The oldest and largest national library association in the world. Its concern spans all types of libraries.

ALTA -- American Library Trustee Association. A section of ALA with specific responsibilities of continuing education for trustees, continuous study and review of the activities of library trustees, and promoting strong state and regional trustee organizations.

CCTV -- Closed Circuit Television. Equipment that magnifies printed materials for the visually disabled.

CD-ROM -- Compact Disk Read Only Memory. A disk that contains software for computer use.

CE -- Continuing Education. Any program or workshop which provides educational instruction for public library staff or trustees.

FSCS -- Federal State Cooperative System. A federal government statistical gathering program for public libraries that allows valid comparisons of library programs across the nation.

FTE -- Full-time equivalent. A prorated percentage of part time work hours based on a full time work week of 40 hours.

HVAC -- Heating Ventilation Air Conditioning system.

ILL -- Interlibrary Loan. The lending and borrowing of library materials or copies of material from one library to another.

Kentucky State Board for the Certification of Librarians -- The governing body created in accordance with KRS 171.240 charged with assuring qualified staff in public libraries.

KYVL -- Kentucky Virtual Library. An electronic, "virtual" library that uses the Internet to provide access to quality databases and connections to information resources worldwide.

KDLA -- Kentucky Department for Libraries and Archives. A state government agency providing leadership and support for the development and maintenance of library services throughout the state.

KLA -- Kentucky Library Association. A membership organization of persons interested in promoting and improving all types of library service in the Commonwealth of Kentucky.

KLTA -- Kentucky Library Trustee Association. Kentucky's equivalent to the American Library Trustee Association.

KRS -- Kentucky Revised Statutes. The state laws of Kentucky.

KTBL -- Kentucky Talking Book Library. A section of the Kentucky Department for Libraries & Archives which provides materials for visually and physically disabled persons.

LAN -- Local Area Network. The connecting of computers within a building into a shared system.

LCD -- Liquid Crystal Display. Equipment which allows projection of computer generated programs.

Managing for Results -- A publication of the Public Library Association which provides information and procedures to enable libraries to achieve effective resource allocation.

MARC -- Machine Readable Cataloguing. A standardized format of cataloging library material records in order to convert to electronic data, thereby automating the circulation and the card catalog systems.

MLS -- Masters Degree in Library Science.

National Library Services for the Blind and Physically Handicapped -- A section of the Library of Congress which provides materials for visually and physically disabled persons.

OPAC -- Online Public Access Catalog. The electronic version of the library's card catalog.

PLA -- Public Library Association. A section of the American Library Association which focuses on public libraries and librarians.

Planning for Results -- A publication of the Public Library Association which outlines methods for long range planning by public libraries.

Public Library Section -- A section of the Kentucky Library Association which focuses on public library services.

State Aid -- Direct state aid to local public libraries, pursuant to KRS 171.2001, to enhance their services for the benefit of the citizens of the Commonwealth.

TTY/TDY -- Teletypewriter. A system by which hearing impaired persons can communicate via telephone.

Z39.50 -- A standard for online catalogs which allows sharing of information among automated systems.

APPENDIX B

USEFUL WEBSITES

Americans with Disabilities Act: <www.usdoj.gov/crt/ada/adahom1.htm>

American Library Association: <www.ala.org>

Continuing Education Events Calendar: <www.kdla.net/events/ce.htm>

Copyright: <www.ala.org/alaorg/oif>

Federal-State Cooperative System for Public Library Data (FSCS):
<<http://nces.ed.gov/surveys/libraries/public.asp>>

Friends of Libraries USA: <www.ala.org/alaorg/affiliates/affiliates_home.html#folusa>

Kentucky Certification Manual: <www.kdla.net/libserv/cert.htm>

Kentucky Department for Libraries and Archives: <www.kdla.net>

Kentucky Library Association: <www.kylibasn.org>

Kentucky Talking Book Library: <www.kdla.net/libserv/ktbl.htm>

Kentucky Procurement Code: <www.lrc.state.ky.us/statutes/154a00/120.pdf>

Kentucky Revised Statutes: <www.lrc.state.ky.us/statrev/frontpg.htm>

Kentucky Virtual Library: <www.kyvl.org>

Library Bill of Rights: <www.ala.org/alaorg/oif>

Library Board By-laws (sample): <www.kdla.net/libserv/trustees/trusteemanual.pdf>

Library Policies Checklist: <www.kdla.net/libserv/trustees/trusteemanual.pdf>

Library Policies (samples): <<http://winslo.state.oh.us/publib/policies.html>>

Library Trustee Manual: <www.kdla.net/libserv/trustees/trusteemanual.pdf>

Minimum Facility Standards for Kentucky Public Libraries:
<www.kdla.net/libserv/newlibs/standards.pdf>

National Library Services for the Blind: <www.loc.gov/nls/>

Public Library Association: <www.pla.org>